spillman

technologies, inc.

Cache & Franklin County Area

Shared Information System
Policies & Standards

INTRODUCTION

Participating Agencies
    Cache County Sheriff's Office
    Franklin County Sheriff's Office
    Logan City Police Department
    North Park Police Department
    Preston City Police Department
    Smithfield City Police Department
    Utah State University Police

Purpose
The purpose of this document is to provide user agencies a framework for participating in a shared information system. Spillman information is a critical component of public safety activities in both Cache and Franklin County.

General Policy
It is the policy of the participating agencies to work in cooperation with each other to maintain the effectiveness and reliability of the shared information system, and protect the accuracy and confidentiality of the data in the system by ensuring employees are trained on and abide by the standards and guidelines set forth in this document.

System Access, Use & Security
The Spillman system and data maintained within are for the express use of public safety and its employees in the performance of their official duties. Accessing the system or its data for other purposes is prohibited.

Participating agencies, supporting IT, and all users of the system will comply with security measures that meet or exceed CJIS minimum standards to include passwords, electronic and physical security of the system, and data entered or maintained in, or replicated from the system.

DATA STANDARDS

Objective
The benefits of a shared information system can only be fully realized if the users of the system have confidence in the data contained in it. It should be the goal of all agencies and users to keep a "clean" database. Efforts to standardize what, when, and how information is entered into the system is in the best interest of all participating agencies.

Responsibility

Every agency is responsible for ensuring the uniformity and integrity of the information entered into the system by its employees. Each agency will provide sufficient training to its employees on use of the system and the standards described herein. Each user is responsible to ensure the information they enter is current, accurate, and complete: and conforms to these standards.

Addressing

With few exceptions, addresses entered into the Spillman system are automatically checked against the geo-base for validity and uniformity. This feature is essential to the safety of field units as it allows people and recurring activities at a specific address to be associated with each other and to the address. It also makes it easy for agencies to retrieve information for crime analysis and statistical purposes. Users should make every effort when entering an address of a location within Cache or Franklin Counties to ensure it geo verifies.

An address is made of two basic components: House Number and Complete Street Name. While the house Number component is rather simple, the Complete Street Name is typically made up of three sub-components:

1. Prefix Direction: the standard is N S E W.
2. Street Name: this can be alpha-character (MAIN, CANYON, CENTER, etc.) or numeric (400)
3. Suffix Direction or Street Type
   a. Direction: The standard is N S E W. Only numeric Street Name streets carry a Suffix Direction (400 N).
   b. Type: Only alpha-character Street Name streets carry a Street Type and follow USPS standards (Canyon Rd, Park Ave, Main St, Willow Way)

Geo-Verifying

The system has many features built into it to help a user geo-verify an address that exists within Cache and Franklin Counties. When an address geo verifies, the system will standardize the way it displays and a green check box will appear before the address.

Name and Address

Number	160891
Last	Walmart
Address ✓	1150 S 100 W
City	Logan
State	UT

If the system does not find a match, a pop up box with possible matches will appear. If the correct address appears, highlight it and press "Select".

Common names can often be used to validate an address. If the user knows the location is at Best Buy, enter "best buy" in the address field.

Address	best buy|	Type
City		State	ZIP

If the system finds a match it will auto-populate the address field with the geo-verified address.

Address ✓ | 1475 N MAIN ST; Best Buy

City | State

For common names with more than one location, the pop up box with the choices will appear. Highlight the correct address and press select.

A checkmark in the "Used" column indicates the address has been used in the system before.

Map	Used	Score	Display Address	City	Alias	
	✓	100	748 E MAIN ST	WEL	Maverik	
	✓	100	1033 W 200 N	LOG	Maverik	
	✓	100	304 S MAIN ST	LOG	Maverik	
	✓	100	1190 S MAIN ST	LOG	Maverik	
	✓	100	675 W CENTER ST	HYD	Maverik	
	✓	100	3090 S MAIN ST	NIB	Maverik	
	✓	100	11 S 200 W	RIC	Maverik	
	✓	82	Maverik Stadium	LOG	Maverik Stadium	
		71	MP 8 SR 165	NIB	MP 8 SR 165, Maverik	

Select

If no match can be found, the system will allow an unverified address to be added to the system by pressing the "Don't Validate" button.

NOTE: The system cannot plot unverified addresses to the map or store history information about the address.

Address Entry Standards

The use of a semicolon(;) in an address allows the user to enter information about an address that the system will not attempt to geo-verify. This feature is useful when entering an apartment or suite numbers, building numbers, and space numbers. Although it is a "free text" field for data entered after the semicolon, it is important for searching and retrieval purposes to enter data in a standardized format.

1. Apartment numbers, suites, and space numbers should be entered with the number sign (#) leaving one space after the semicolon. No identifying text, such as APT, UNIT or SUITE is necessary. Example: 123 N Main; #1
2. If the apartment has a building number associated with it, the building should be listed before the apartment number. Example: 351 W 1600 N; #B427
3. Addresses with ½ as part of the number will be entered as follows: Example: 331.5 N 400 E; #4

Names

The effectiveness of the shared information system as a tool for public safety is reliant upon the concept of having all the information on an individual tied to a single name record. It is the duty of each user to determine if a name record already exists for an individual by making a thorough search of the Names Table.

Searches Using Wildcard Characters

The system has several wildcard characters that can be used for searching purposes. The asterisk (*) is the most commonly used. Searching with a single asterisk will search the exact characters entered before the asterisk and all characters after. Example: Peter* would return PETER, PETERS, PETERSEN, PETERSON, etc.

Searching with a double asterisk will search any characters before the first asterisk, exact characters between the asterisks, and any characters after the second asterisk. Example: *rich* would return RICH, RICHMAN, RICHARDS, WUTHRICH, GOODRICH, etc.

Typical Names

When searching for typical name records, the following procedures will make for successful results:

Example for William Bennet, search Last: Ben*; First: Wil*.

Last	ben*		First	wil*
Address				
City		State	ZIP	
Zone		Area		
Death	/ /	Alias		

Enter the first three letters of the last name followed by an asterisk, the first three letters of the first name followed by an asterisk.

The system found a match even though the last name is spelled with one T, instead of the more common way with two T's.

| Last | Bennet | First | William | Middle | Richard |

Searches Using DOB & Social Security Numbers

If a name file cannot be located using the wildcard search outlined above the Names Table must then be searched using the subject's Date of Birth (DOB).

Finally, if time allows the subject's Social Security Number (SSN) should be searched prior to entering a new names record.

Entry

If a name record cannot be found utilizing the search methods previously outlined, all users shall follow the standardized name entry procedures explained below. Having a standardized way of entering names and requiring a unique identifying number will greatly lessen the chance of duplicate names entries.

Name Record Creation Rules

The following information must be known before a name record for an individual can be created:

- Legal First and Legal Last Name; AND
- Date of Birth; OR
- Social Security Number

If this criteria cannot be met, the available information may be entered in the report narrative.

Entry Standard

Full Legal Name

Full legal name, if known, shall be used at all times. If necessary abbreviated versions or nicknames may be listed as an alias to the real name in the Names Table. All personnel dealing with individuals for whom a record will be created should ask for their full legal name. Clarification for legal name is especially important when in situations where a shortened version of a legal name may be given; for example: Jake vs Jacob, Mandy vs. Amanda, Jon vs Jonathon, Beth vs. Elizabeth, etc.

Suffixes

Name suffixes (Jr, Sr, III, etc.) shall not be entered in the last name field. This information will be entered in the suffix name field which is located directly after the middle name field. Suffixes should be entered without punctuation.

Punctuation and Special Characters

With the exception of hyphens and the ampersand, punctuation and special characters shall not be used in any of the name fields. No other characters, such as periods, comma, quotations, apostrophes, asterisk, pound signs, etc. are permitted.

Multiple Last Names

Multiple last names shall be entered with the hyphen placed between the surnames, for example: Jesus Rodriquez-Lopez.

Alias Names

The following guidelines should be used when an Alias Name file exists or is created:

1. A separate alias name record shall be created in the Names Table for any name other than the person's legal name that would likely not be found when utilizing the standard search method.

2. The alias name record number will be placed in the Alias field in the person's legal name file.

Alias name records require specific settings which can only be done by certain personnel. Once a user has created an alias name record notification of the alias record and original name record must be made via e-mail in a timely manner to:

- Erin Griffeth, Cache County Sheriff's Office, egriffeth@cachesheriff.org (CCSO & Idaho)
- Jana Waite, Logan City Police Department, jana.waite@loganutah.org (Cities & USU)

Name Changes

When a person legally changes their last name the change will be reflected by modifying their existing name record. For example: Cindy Smith has an existing names file and gets married, becoming Cindy Jones. In this case the name file will be edited to Cindy Jones and the name change should then be noted in the Comments section of the Names Table. Example Comment: Former last name Smith (with date of change).

Warning Flags

The system allows for warning flags to be added to an individual's name record. The validity of the information related to a warning flag or alert is vital to the effectiveness of this feature. Because the existence or absence of this information may cause an officer to react differently to a situation, extreme care should be used when deciding whether or not to add a warning or alert to an individual's name record. Conversely, the timely removal of warning and alerts that are no longer applicable is of equal importance.

Business Name Entry Standards

Business names will contain the name type for businesses (BUSIN) and shall be entered in the last name field only. The name should be entered as it appears on its storefront or advertisement. If the business name contains multiple words, a single space should be entered between each word. If a numeral is part of the name, it should be added as a number. If the number is in text format, it should be entered as text. For example: 7-Eleven

Hyphens and the Ampersand

The use of hyphens and the ampersand are acceptable in business names. No space should be entered before or after a hyphen; however a space should be entered on both sides of the ampersand. No other special characters should be used. For example: Chik-Fil-A, Poole & Willis Orthodontics, etc.

Vehicles

In most cases, all information collected on a vehicle should be tied to a single vehicle record. It is the duty of each user to determine if a vehicle record already exists by making a thorough search of the Vehicle Table.

Searching

Like Names, the system will require you to search for the vehicle before adding it. The same principles used for searching names should be applied to vehicle searches.

Entry

If a record for the vehicle cannot be found, all users shall follow the procedure below to create a new vehicle record:

The following information must be known before a vehicle record can be created.

- At least two of the following descriptors:
    o Year (or year range)
    o Make
    o Model
    o Color AND
- License Plate Number OR
- Vehicle Identification Number (VIN)

If a vehicle record cannot be created because the above criteria cannot be met, the available information should be entered into the report narrative.

Entry Standard

The majority of fields in the vehicle table are coded. Users should use the codes provided. The VIN field is formatted to provide a warning for those that do not conform to current regulations. The plate field is free-text. No spaces should be added, however, all character displayed on the plate should be entered (including numbers, letters, special characters and punctuation).

Images and File Attachments

Limitations

Storage Capacity

The image and file attachment features of the system are intended to increase the efficiency of participating agencies by allowing quick access to information relevant to their employee's duties. However, there is a limited amount of disk space available for storage of these files and system resources may be impacted by retrieval of large files or a large number of files. Users must avoid uploading large files such as high resolution photos, lengthy audio or video files and duplicate files.

Naming File Attachments

For quick retrieval and to avoid duplicates, agencies should have set standards and use descriptive text when creating file attachments. Nothing other than actual photos will be stored in the image tables.

Images Files

The system allows images to be linked to a variety of screens such as names, vehicles, property, etc. Only actual photos will be linked to a record as an image.

Names File

To provide the most useful information possible, images linked to a name file should be kept to those that help identify the person; such as mug shots or other facial photos, or photos of the person's scars, marks, or tattoos. The image in the Thumbnail 1 position will be a front headshot (if one is available) and should be the most recent photo taken. Thumbnail 1 is the photo that will be in the initial view of the name record.

Merging Duplicate Records

Each agency is responsible for monitoring name and vehicle records entered by its employees for duplicates. Notification of duplicate records should be made via e-mail in a timely manner to:

- Erin Griffeth, Cache County Sheriff's Office, egriffeth@cachesheriff.org (CCSO & Idaho)
- Jana Waite, Logan City Police Department, jana.waite@loganutah.org (Cities & USU)